



Division of Quality Assurance



Integrated Querying and Reporting Service (IQRS) User Review Panel (URP)

Fall 2000 IQRS URP
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Fall 2000 IQRS URP

IQRS General Issues



IQRS General Issues Introductions



- Who you are?
- How do you use the IQRS?
- Any special issue(s) you want the Data Bank to address?



IQRS General Issues IQRS User Review Panel (URP)



OBJECTIVE

- The IQRS URP is a forum where users of the NPDB-HIPDB can gather to openly discuss and/or express their ideas about past, present and future IQRS/Data Bank operations.

MISSION

- The primary mission of the IQRS URP is to discuss issues regarding IQRS; identify new IQRS requirements; review current IQRS querying and reporting issues; and address National Practitioner Data Bank (NPDB) and Healthcare Integrity and Protection Data Bank (HIPDB) operational related issues.



IQRS General Issues

IQRS URP Ground Rules



- **Rule #1:** IQRS is built for the **Collective** not the **Specific**
- **Rule #2:** Be honest and direct
- **Rule #3:** Be courteous and considerate
- **Rule #4:** Don't take it personally
- **Rule #5:** Try to see the other person's viewpoint
- **Rule #6:** When you get frustrated *SEE Rule #1*



IQRS General Issues

Issues from last URP



- **Issue #1:** In trying to access IQRS via the Internet, users expressed concern about the length of time it takes to access the system. What can they do to speed up this process?
- **Response:** To speed up IQRS access via the Internet, the Data Bank has installed and integrated faster and more powerful data base and web servers. Users that are still experiencing system performance problems should contact the Data Bank Help Line.

- **Issue #2:** Users expressed concern regarding the helpfulness and responsiveness of the Data Bank Help Line.
- **Response:** DQA has worked to improve the responsiveness and helpfulness of the Help Line by providing more training and guidance, and increasing the staff level.



IQRS General Issues

Issues from last URP

- **Issue #3:** Is it possible to have the agent designated as the recipient of query results rather than the entity?
- **Response:** Yes, the agent can be designated to receive query responses. The entity designates an agent with the Data Bank. The entity decides whether the entity or agent receives the query responses.

- **Issue #4:** Can the IQRS community Beta test new software releases?
- **Response:** Beta testing by IQRS users is not necessary at this time. The Data Bank has a thorough testing process in place. The Data Bank feels the users will have the most impact at the development stage rather than the testing stage.

- **Issue #5:** How do third party users receive parsable output?
- **Response:** Third party users can receive output through the Interface Control Document (ICD) Transfer Program (ITP).



IQRS General Issues

Issues from last URP

New Requirements

- **Billing:** Determine a better process to help users know which organization/provider/agent should be charged for queries.

Release 3.12 – Spring 2001

- **Printing Reports:** (1) Print Practitioner Name on every page of the query response.

OBE—QPRAC Specific

- **User Report On Request:** Generate a report for reporters and/or queriers, which would detail previously submitted reports or queries to the Data Bank(s).

Still under review by the Data Bank



IQRS General Issues Issues from last URP



Questions / Comments



IQRS General Issues

3rd Party Solution



Interface Control Document Transfer Program (ITP)



Fall 2000 IQRS URP

2000 IQRS Operations



2000 IQRS Operations Improvements



- Improved the Integrated Query and Reporting Service (IQRS) User Interface.
 - The “look and feel” was change to make the IQRS more visually appealing
 - Navigation was improved to reduce scrolling and allow users to move faster
- Improved the IQRS on-line help.
 - On-line help screens were updated and improved.
 - Additional text provides more detailed explanations and instructions.
- Provided the ability for users to submit batch queries through the IQRS.
- Implemented the 3rd party parsable output solution (ITP).



2000 IQRS Operations Significant Accomplishments

- v3.06 – March 2000
 - Provided the users with the capability to Batch Query
- v3.07 – August 2000
 - Improved visual appeal to IQRS Web Screens
 - Capability to download all queries in a Batch at once
- v3.08 – September 2000
 - 3rd Party Parsable Output (ITP)
- September 30, 2000
 - Discontinued QPRAC Operations
- v3.09 – October 2000
 - Integrated New Hardware (Database/Web Servers)



2000 IQRS Operations

Year 2001 Planned Improvements



- Major software releases are planned about every three to four months. Upcoming improvements highlights include:
 - Upgrade the current operational version of Oracle to Oracle 8i.
 - Continue to enhance the IQRS Website screens, help files, and output products.
 - Web-based entity updates.
 - Improved self-query via the Internet
 - Processing speed improvements.
 - Billing improvements for Entities and Agents via the Internet.
 - Entity Username and Password Validation.



2000 IQRS Operations

Year 2001 Planned Improvements



- v3.10 – December 2000
 - Oracle (8.0.5) Upgrade of the operational platform
 - Subject Notification Document (SND) Improvements
- v3.11 – March 2001
 - IQRS Entity updates and Password improvements
 - Web-based query improvements
- v3.12 – April 2001
 - IQRS Billing Screens
- v3.13 – June 2001
 - Web-based self query improvements
 - Oracle 8iUpgrade



2000 IQRS Operations Media Types



Data Bank Submission Media Types

- Accepted types for Reporting:
 - IQRS
 - ICD (MMPRs, AARs, JOCRs)

- Accepted types for Querying:
 - IQRS
 - ICD Transfer Program (ITP)

- No Diskettes or E-mail transmissions allowed



2000 IQRS Operations

IQRS/Data Bank Performance



- Committed to 4-6 hour processing turn-around.
- New hardware/software has been installed to increase Data Bank performance.
- IQRS User Interface is more visually appealing and easier to navigate through.
- User Feedback Mechanisms are in-place: Telephone; Email; IQRS URP.



2000 IQRS Operations Summary

IQRS Report & Query Web



- As a result of QPRAC discontinuation and Outreach Programs IQRS Web hits continue to increase.
- We have increased throughput capacity (upgraded Web servers) to help ensure rapid responses to queries and report submissions.
- IQRS individual Userid and Password capabilities are coming in the near future.
- Informational Website improvements are on-going.



2000 IQRS Operations

Questions / Comments



IQRS Enhancement Review

Password/Entity Update Interface Screen

Presented by SRA



IQRS Design Review

Billing Interface Screen

Presented by SRA



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Formulate IQRS Panel



Fall 2000 IQRS URP

URP Roles and Responsibilities

- **Membership—**
 - Panel must consist of Reporters, Queriers, and 3rd Party Users.
- **Users—**
 - Periodically meet to discuss past, present, and future IQRS operations and requirements;
 - Serve as the representative for their IQRS User environment;
 - Recommend improvements and changes to the IQRS System;
 - Actively participate in the IQRS enhancement design process; and
 - Serve as a conduit to disseminate IQRS information to the Healthcare Community.
- **DQA—**
 - Chair/manage the IQRS URP;
 - Disseminate Data Bank information to the Healthcare Community;
 - Determine cost, time, effort, and scope of requirement(s); and
 - Record, address, and report back to the IQRS community any operational; concerns derived from the IQRS URP and minutes.



Fall 2000 IQRS URP

Identify and discuss any new requirements derived from this URP.



Fall 2000 IQRS URP Conclusions



- Demand for the system continues to increase at a high rate and we will continue to monitor performance to proactively make improvements that will sustain and improve processing and query results turn-around time.
- Outreach through newsletters and the information web site is helping to keep our customers informed.
- IQRS and the Data Bank(s) continue to run reliably, accurately, and smoothly.
- Next IQRS URP?



Fall 2000 IQRS URP

Questions / Comments



Fall 2000 IQRS URP

Data Bank(s) Facility Tour